

## **Strategic Planning Overview**

### **Strengths and Challenges**

#### **Strengths**

- 8. The content of the courses within my major is valuable.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 16. The instruction in my major field is excellent.
- 29. It is an enjoyable experience to be a student on this campus.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 39. I am able to experience intellectual growth here.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 7. The campus is safe and secure for all students.
- 55. Major requirements are clear and reasonable.
- 59. This institution shows concern for students as individuals.
- 2. The campus staff are caring and helpful.
- 41. There is a commitment to academic excellence on this campus.
- 6. My academic advisor is approachable.
- 3. Faculty care about me as an individual.
- 65. Faculty are usually available after class and during office hours.
- 72. On the whole, the campus is well-maintained.
- 14. My academic advisor is concerned about my success as an individual.
- 51. This institution has a good reputation within the community.

#### **Challenges**

- 34. I am able to register for classes I need with few conflicts.
- 66. Tuition paid is a worthwhile investment.
- 17. Adequate financial aid is available for most students.
- 69. There is a good variety of courses provided on this campus.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 47. Faculty provide timely feedback about student progress in a course.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 38. There is an adequate selection of food available in the cafeteria.
- 1. Most students feel a sense of belonging here.
- 67. Freedom of expression is protected on campus.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 63. Student disciplinary procedures are fair.
- 21. The amount of student parking space on campus is adequate.
- 62. There is a strong commitment to racial harmony on this campus.

## **Strategic Planning Overview Benchmarks**

### **Higher Satisfaction vs. Point Loma Nazarene University 2016 Requested Group**

- 8. The content of the courses within my major is valuable.
- 29. It is an enjoyable experience to be a student on this campus.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 39. I am able to experience intellectual growth here.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 66. Tuition paid is a worthwhile investment.
- 55. Major requirements are clear and reasonable.
- 59. This institution shows concern for students as individuals.
- 2. The campus staff are caring and helpful.
- 3. Faculty care about me as an individual.
- 72. On the whole, the campus is well-maintained.
- 51. This institution has a good reputation within the community.
- 49. There are adequate services to help me decide upon a career.
- 5. Financial aid counselors are helpful.
- 53. Faculty take into consideration student differences as they teach a course.

### **Lower Satisfaction vs. Point Loma Nazarene University 2016 Requested Group**

- 45. Students are made to feel welcome on this campus.
- 17. Adequate financial aid is available for most students.
- 69. There is a good variety of courses provided on this campus.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 38. There is an adequate selection of food available in the cafeteria.
- 1. Most students feel a sense of belonging here.
- 67. Freedom of expression is protected on campus.
- 63. Student disciplinary procedures are fair.
- 21. The amount of student parking space on campus is adequate.

### **Higher Importance vs. Point Loma Nazarene University 2016 Requested Group**

- 38. There is an adequate selection of food available in the cafeteria.
- 21. The amount of student parking space on campus is adequate.

**Institutional Summary**  
**Scales: In Order of Importance**

Scale	Point Loma Nazarene University - SSI			Point Loma Nazarene University 2016 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.52	5.87 / 0.79	0.65	6.47	5.81 / 0.83	0.66	0.06 *
Academic Advising	6.44	5.84 / 1.11	0.60	6.40	5.82 / 1.10	0.58	0.02
Student Centeredness	6.44	5.77 / 0.98	0.67	6.37	5.73 / 1.01	0.64	0.04
Concern for the Individual	6.39	5.80 / 0.94	0.59	6.34	5.76 / 0.95	0.58	0.04
Campus Climate	6.38	5.67 / 0.89	0.71	6.30	5.64 / 0.93	0.66	0.03
Safety and Security	6.34	5.08 / 1.04	1.26	6.23	5.30 / 1.07	0.93	-0.22 ***
Recruitment and Financial Aid	6.25	5.47 / 0.98	0.78	6.21	5.44 / 1.05	0.77	0.03
Registration Effectiveness	6.15	5.44 / 0.95	0.71	6.12	5.37 / 1.01	0.75	0.07 *
Service Excellence	6.14	5.61 / 0.88	0.53	6.07	5.54 / 0.90	0.53	0.07 *
Campus Life	5.98	5.19 / 0.98	0.79	5.86	5.29 / 0.99	0.57	-0.10 **
Campus Support Services	5.98	5.89 / 0.80	0.09	5.90	5.73 / 0.86	0.17	0.16 ***
Responsiveness to Diverse Populations		5.30 / 1.36			5.42 / 1.30		-0.12 *

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 15547 records.

**Institutional Summary**  
**Items: In Order of Importance**

Item	Point Loma Nazarene University - SSI			Point Loma Nazarene University 2016 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
8. The content of the courses within my major is valuable.	6.73	5.99 / 1.09	0.74	6.71	5.90 / 1.16	0.81	0.09 *
68. Nearly all of the faculty are knowledgeable in their field.	6.71	6.22 / 0.95	0.49	6.66	6.19 / 0.99	0.47	0.03
16. The instruction in my major field is excellent.	6.69	5.97 / 1.13	0.72	6.69	5.92 / 1.18	0.77	0.05
29. It is an enjoyable experience to be a student on this campus.	6.68	5.94 / 1.31	0.74	6.60	5.83 / 1.36	0.77	0.11 *
58. The quality of instruction I receive in most of my classes is excellent.	6.68	5.97 / 1.05	0.71	6.64	5.85 / 1.14	0.79	0.12 **
39. I am able to experience intellectual growth here.	6.67	6.17 / 1.05	0.50	6.63	6.09 / 1.08	0.54	0.08 *
34. I am able to register for classes I need with few conflicts.	6.65	5.26 / 1.58	1.39	6.58	5.22 / 1.61	1.36	0.04
33. My academic advisor is knowledgeable about requirements in my major.	6.63	6.13 / 1.25	0.50	6.60	6.02 / 1.34	0.58	0.11 *
66. Tuition paid is a worthwhile investment.	6.62	5.36 / 1.44	1.26	6.62	5.20 / 1.52	1.42	0.16 **
7. The campus is safe and secure for all students.	6.58	6.07 / 1.18	0.51	6.52	6.05 / 1.14	0.47	0.02
55. Major requirements are clear and reasonable.	6.57	5.95 / 1.17	0.62	6.52	5.84 / 1.23	0.68	0.11 **
45. Students are made to feel welcome on this campus.	6.56	5.79 / 1.35	0.77	6.47	5.88 / 1.29	0.59	-0.09 *
59. This institution shows concern for students as individuals.	6.55	5.97 / 1.21	0.58	6.50	5.81 / 1.32	0.69	0.16 ***
2. The campus staff are caring and helpful.	6.53	6.04 / 1.02	0.49	6.45	5.96 / 1.06	0.49	0.08 *
17. Adequate financial aid is available for most students.	6.52	4.83 / 1.55	1.69	6.49	5.10 / 1.51	1.39	-0.27 ***
41. There is a commitment to academic excellence on this campus.	6.52	6.02 / 1.05	0.50	6.49	5.95 / 1.14	0.54	0.07

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 15547 records.

**Institutional Summary**  
**Items: In Order of Importance**

Item	Point Loma Nazarene University - SSI			Point Loma Nazarene University 2016 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
69. There is a good variety of courses provided on this campus.	6.52	5.70 / 1.27	0.82	6.48	5.81 / 1.25	0.67	-0.11 **
36. Security staff respond quickly in emergencies.	6.51	5.80 / 1.29	0.71	6.49	5.72 / 1.38	0.77	0.08
6. My academic advisor is approachable.	6.49	5.91 / 1.44	0.58	6.46	5.98 / 1.38	0.48	-0.07
25. Faculty are fair and unbiased in their treatment of individual students.	6.46	5.59 / 1.28	0.87	6.45	5.63 / 1.30	0.82	-0.04
47. Faculty provide timely feedback about student progress in a course.	6.46	5.44 / 1.23	1.02	6.38	5.36 / 1.36	1.02	0.08
3. Faculty care about me as an individual.	6.45	6.03 / 1.12	0.42	6.39	5.94 / 1.12	0.45	0.09 *
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.45	5.02 / 1.46	1.43	6.36	5.25 / 1.47	1.11	-0.23 ***
65. Faculty are usually available after class and during office hours.	6.42	6.09 / 1.03	0.33	6.36	6.02 / 1.08	0.34	0.07
72. On the whole, the campus is well-maintained.	6.42	6.31 / 0.91	0.11	6.32	6.14 / 1.07	0.18	0.17 ***
14. My academic advisor is concerned about my success as an individual.	6.39	5.90 / 1.37	0.49	6.42	5.88 / 1.37	0.54	0.02
38. There is an adequate selection of food available in the cafeteria.	6.39	4.23 / 1.76	2.16	6.22	4.58 / 1.80	1.64	-0.35 ***
61. Adjunct faculty are competent as classroom instructors.	6.38	5.62 / 1.37	0.76	6.27	5.61 / 1.36	0.66	0.01
1. Most students feel a sense of belonging here.	6.37	5.27 / 1.40	1.10	6.28	5.42 / 1.33	0.86	-0.15 ***
51. This institution has a good reputation within the community.	6.37	6.31 / 1.00	0.06	6.31	6.05 / 1.21	0.26	0.26 ***
67. Freedom of expression is protected on campus.	6.37	5.06 / 1.67	1.31	6.27	5.34 / 1.57	0.93	-0.28 ***

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National Group Means are based on 15547 records.

## Institutional Summary

### Items: In Order of Importance

Item	Point Loma Nazarene University - SSI			Point Loma Nazarene University 2016 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
76. Campus item: I am able to experience spiritual growth here.	6.36	5.82 / 1.43	0.54				
49. There are adequate services to help me decide upon a career.	6.34	5.83 / 1.21	0.51	6.24	5.58 / 1.33	0.66	0.25 ***
82. Campus item: I feel supported in my spiritual journey.	6.31	5.74 / 1.51	0.57				
91. Financial aid as factor in decision to enroll.	6.30			6.33			
5. Financial aid counselors are helpful.	6.29	5.52 / 1.38	0.77	6.20	5.30 / 1.45	0.90	0.22 ***
22. Counseling staff care about students as individuals.	6.29	5.67 / 1.33	0.62	6.20	5.69 / 1.31	0.51	-0.02
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.27	5.42 / 1.33	0.85	6.33	5.49 / 1.38	0.84	-0.07
63. Student disciplinary procedures are fair.	6.27	5.25 / 1.62	1.02	6.18	5.41 / 1.53	0.77	-0.16 **
21. The amount of student parking space on campus is adequate.	6.26	3.03 / 1.70	3.23	5.94	3.90 / 1.86	2.04	-0.87 ***
35. The assessment and course placement procedures are reasonable.	6.26	5.68 / 1.20	0.58	6.19	5.61 / 1.24	0.58	0.07
53. Faculty take into consideration student differences as they teach a course.	6.25	5.47 / 1.31	0.78	6.20	5.36 / 1.37	0.84	0.11 *
44. Academic support services adequately meet the needs of students.	6.24	5.78 / 1.15	0.46	6.18	5.72 / 1.19	0.46	0.06
62. There is a strong commitment to racial harmony on this campus.	6.24	4.89 / 1.70	1.35	6.08	5.55 / 1.42	0.53	-0.66 ***
40. Residence hall regulations are reasonable.	6.23	4.79 / 1.71	1.44	6.09	5.16 / 1.65	0.93	-0.37 ***
64. New student orientation services help students adjust to college.	6.22	5.58 / 1.48	0.64	6.07	5.49 / 1.48	0.58	0.09

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## Institutional Summary

### Items: In Order of Importance

Item	Point Loma Nazarene University - SSI			Point Loma Nazarene University 2016 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.20	5.64 / 1.34	0.56	6.17	5.46 / 1.44	0.71	0.18 ***
70. Graduate teaching assistants are competent as classroom instructors.	6.20	5.78 / 1.21	0.42	6.04	5.56 / 1.29	0.48	0.22 ***
15. The staff in the health services area are competent.	6.19	5.26 / 1.56	0.93	6.14	5.56 / 1.42	0.58	-0.30 ***
30. Residence hall staff are concerned about me as an individual.	6.19	5.58 / 1.53	0.61	6.03	5.58 / 1.49	0.45	0.00
73. Student activities fees are put to good use.	6.19	5.20 / 1.46	0.99	6.14	5.04 / 1.51	1.10	0.16 **
37. I feel a sense of pride about my campus.	6.18	5.79 / 1.38	0.39	5.96	5.58 / 1.46	0.38	0.21 ***
71. Channels for expressing student complaints are readily available.	6.18	5.04 / 1.57	1.14	6.03	4.93 / 1.63	1.10	0.11
81. Campus item: There are adequate services for me to explore my faith.	6.16	5.68 / 1.47	0.48				
50. Class change (drop/add) policies are reasonable.	6.15	5.90 / 1.12	0.25	6.03	5.72 / 1.27	0.31	0.18 ***
80. Campus item: There is a good variety of opportunities for spiritual growth on campus.	6.15	5.75 / 1.40	0.40				
46. I can easily get involved in campus organizations.	6.14	5.77 / 1.28	0.37	6.03	5.72 / 1.31	0.31	0.05
90. Cost as factor in decision to enroll.	6.14			6.10			
92. Academic reputation as factor in decision to enroll.	6.14			6.22			
19. My academic advisor helps me set goals to work toward.	6.13	5.33 / 1.54	0.80	6.02	5.37 / 1.54	0.65	-0.04
78. Campus item: There are adequate opportunities for my spiritual development	6.13	5.74 / 1.37	0.39				

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**Institutional Summary**  
**Items: In Order of Importance**

Item	Point Loma Nazarene University - SSI			Point Loma Nazarene University 2016 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
75. Campus item: I can easily get involved in programs that facilitate my spiritual growth.	6.12	5.79 / 1.35	0.33				
79. Campus item: There are people or programs to help me with my spiritual questions.	6.11	5.65 / 1.46	0.46				
60. I generally know what's happening on campus.	6.10	5.57 / 1.36	0.53	6.00	5.54 / 1.34	0.46	0.03
4. Admissions staff are knowledgeable.	6.09	5.75 / 1.19	0.34	6.05	5.64 / 1.25	0.41	0.11 **
27. The personnel involved in registration are helpful.	6.09	5.75 / 1.22	0.34	6.14	5.62 / 1.28	0.52	0.13 **
43. Admissions counselors respond to prospective students' unique needs and requests.	6.09	5.73 / 1.22	0.36	6.01	5.66 / 1.29	0.35	0.07
26. Computer labs are adequate and accessible.	6.08	6.08 / 1.05	0.00	5.84	5.77 / 1.23	0.07	0.31 ***
96. Geographic setting as factor in decision to enroll.	6.08			5.28			
57. I seldom get the "run-around" when seeking information on this campus.	6.07	5.35 / 1.46	0.72	6.08	5.19 / 1.54	0.89	0.16 **
11. Billing policies are reasonable.	6.05	4.97 / 1.47	1.08	6.12	4.98 / 1.47	1.14	-0.01
74. Campus item: Spiritual Development staff are concerned about me as an individual.	6.04	5.40 / 1.55	0.64				
18. Library resources and services are adequate.	6.03	5.81 / 1.13	0.22	6.03	5.82 / 1.11	0.21	-0.01
32. Tutoring services are readily available.	6.00	5.92 / 1.16	0.08	5.87	5.80 / 1.25	0.07	0.12 **
28. Parking lots are well-lighted and secure.	5.99	5.51 / 1.34	0.48	5.97	5.49 / 1.36	0.48	0.02
10. Administrators are approachable to students.	5.96	5.62 / 1.21	0.34	5.93	5.47 / 1.32	0.46	0.15 ***

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 \*\*\* Difference statistically significant at the .001 level

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**Institutional Summary**  
**Items: In Order of Importance**

Item	Point Loma Nazarene University - SSI			Point Loma Nazarene University 2016 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
97. Campus appearance as factor in decision to enroll.	5.89			5.42			
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.83	5.54 / 1.53	0.29	5.52	5.83 / 1.25	-0.31	-0.29 ***
93. Size of institution as factor in decision to enroll.	5.81			5.61			
20. The business office is open during hours which are convenient for most students.	5.78	5.35 / 1.28	0.43	5.66	5.34 / 1.30	0.32	0.01
42. There are a sufficient number of weekend activities for students.	5.73	4.77 / 1.64	0.96	5.61	4.95 / 1.63	0.66	-0.18 **
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.72			5.64			
52. The student center is a comfortable place for students to spend their leisure time.	5.69	5.53 / 1.28	0.16	5.81	5.30 / 1.55	0.51	0.23 ***
13. Library staff are helpful and approachable.	5.64	6.06 / 1.07	-0.42	5.53	5.77 / 1.16	-0.24	0.29 ***
77. Campus item: I am aware of leadership opportunities in Spiritual Development.	5.63	5.35 / 1.59	0.28				
54. Bookstore staff are helpful.	5.59	5.71 / 1.26	-0.12	5.61	5.67 / 1.31	-0.06	0.04
56. The student handbook provides helpful information about campus life.	5.52	5.46 / 1.32	0.06	5.46	5.42 / 1.34	0.04	0.04
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.34	4.55 / 1.61	0.79	5.21	4.76 / 1.64	0.45	-0.21 ***
9. A variety of intramural activities are offered.	5.19	5.64 / 1.19	-0.45	4.85	5.59 / 1.26	-0.74	0.05
95. Recommendations from family/friends as factor in decision to enroll.	5.13			5.03			

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**Institutional Summary**  
**Items: In Order of Importance**

Item	Point Loma Nazarene University - SSI			Point Loma Nazarene University 2016 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
94. Opportunity to play sports as factor in decision to enroll.	3.47			3.42			
83. Campus item 10							
84. Institution's commitment to part-time students?		5.46 / 1.29			5.38 / 1.34		0.08
85. Institution's commitment to evening students?		5.27 / 1.41			5.37 / 1.32		-0.10
86. Institution's commitment to older, returning learners?		5.44 / 1.36			5.46 / 1.33		-0.02
87. Institution's commitment to under-represented populations?		4.97 / 1.66			5.35 / 1.49		-0.38 ***
88. Institution's commitment to commuters?		5.28 / 1.48			5.29 / 1.48		-0.01
89. Institution's commitment to students with disabilities?		5.55 / 1.43			5.68 / 1.37		-0.13 *

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 \*\*\* Difference statistically significant at the .001 level

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## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Academic Advising

Scale/Item	Point Loma Nazarene University - SSI			Point Loma Nazarene University 2016 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC ADVISING</b>	6.44	5.84 / 1.11	0.60	6.40	5.82 / 1.10	0.58	0.02
6. My academic advisor is approachable.	6.49	5.91 / 1.44	0.58	6.46	5.98 / 1.38	0.48	-0.07
14. My academic advisor is concerned about my success as an individual.	6.39	5.90 / 1.37	0.49	6.42	5.88 / 1.37	0.54	0.02
19. My academic advisor helps me set goals to work toward.	6.13	5.33 / 1.54	0.80	6.02	5.37 / 1.54	0.65	-0.04
33. My academic advisor is knowledgeable about requirements in my major.	6.63	6.13 / 1.25	0.50	6.60	6.02 / 1.34	0.58	0.11 *
55. Major requirements are clear and reasonable.	6.57	5.95 / 1.17	0.62	6.52	5.84 / 1.23	0.68	0.11 **

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## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Campus Climate

Scale/Item	Point Loma Nazarene University - SSI			Point Loma Nazarene University 2016 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS CLIMATE</b>	6.38	5.67 / 0.89	0.71	6.30	5.64 / 0.93	0.66	0.03
1. Most students feel a sense of belonging here.	6.37	5.27 / 1.40	1.10	6.28	5.42 / 1.33	0.86	-0.15 ***
2. The campus staff are caring and helpful.	6.53	6.04 / 1.02	0.49	6.45	5.96 / 1.06	0.49	0.08 *
3. Faculty care about me as an individual.	6.45	6.03 / 1.12	0.42	6.39	5.94 / 1.12	0.45	0.09 *
7. The campus is safe and secure for all students.	6.58	6.07 / 1.18	0.51	6.52	6.05 / 1.14	0.47	0.02
10. Administrators are approachable to students.	5.96	5.62 / 1.21	0.34	5.93	5.47 / 1.32	0.46	0.15 ***
29. It is an enjoyable experience to be a student on this campus.	6.68	5.94 / 1.31	0.74	6.60	5.83 / 1.36	0.77	0.11 *
37. I feel a sense of pride about my campus.	6.18	5.79 / 1.38	0.39	5.96	5.58 / 1.46	0.38	0.21 ***
41. There is a commitment to academic excellence on this campus.	6.52	6.02 / 1.05	0.50	6.49	5.95 / 1.14	0.54	0.07
45. Students are made to feel welcome on this campus.	6.56	5.79 / 1.35	0.77	6.47	5.88 / 1.29	0.59	-0.09 *
51. This institution has a good reputation within the community.	6.37	6.31 / 1.00	0.06	6.31	6.05 / 1.21	0.26	0.26 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.07	5.35 / 1.46	0.72	6.08	5.19 / 1.54	0.89	0.16 **
59. This institution shows concern for students as individuals.	6.55	5.97 / 1.21	0.58	6.50	5.81 / 1.32	0.69	0.16 ***
60. I generally know what's happening on campus.	6.10	5.57 / 1.36	0.53	6.00	5.54 / 1.34	0.46	0.03
62. There is a strong commitment to racial harmony on this campus.	6.24	4.89 / 1.70	1.35	6.08	5.55 / 1.42	0.53	-0.66 ***
66. Tuition paid is a worthwhile investment.	6.62	5.36 / 1.44	1.26	6.62	5.20 / 1.52	1.42	0.16 **

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 15547 records.

### Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Climate

Scale/Item	Point Loma Nazarene University - SSI			Point Loma Nazarene University 2016 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.37	5.06 / 1.67	1.31	6.27	5.34 / 1.57	0.93	-0.28 ***
71. Channels for expressing student complaints are readily available.	6.18	5.04 / 1.57	1.14	6.03	4.93 / 1.63	1.10	0.11

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 15547 records.

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Campus Life

Scale/Item	Point Loma Nazarene University - SSI			Point Loma Nazarene University 2016 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS LIFE</b>	5.98	5.19 / 0.98	0.79	5.86	5.29 / 0.99	0.57	-0.10 **
9. A variety of intramural activities are offered.	5.19	5.64 / 1.19	-0.45	4.85	5.59 / 1.26	-0.74	0.05
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.45	5.02 / 1.46	1.43	6.36	5.25 / 1.47	1.11	-0.23 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.34	4.55 / 1.61	0.79	5.21	4.76 / 1.64	0.45	-0.21 ***
30. Residence hall staff are concerned about me as an individual.	6.19	5.58 / 1.53	0.61	6.03	5.58 / 1.49	0.45	0.00
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.83	5.54 / 1.53	0.29	5.52	5.83 / 1.25	-0.31	-0.29 ***
38. There is an adequate selection of food available in the cafeteria.	6.39	4.23 / 1.76	2.16	6.22	4.58 / 1.80	1.64	-0.35 ***
40. Residence hall regulations are reasonable.	6.23	4.79 / 1.71	1.44	6.09	5.16 / 1.65	0.93	-0.37 ***
42. There are a sufficient number of weekend activities for students.	5.73	4.77 / 1.64	0.96	5.61	4.95 / 1.63	0.66	-0.18 **
46. I can easily get involved in campus organizations.	6.14	5.77 / 1.28	0.37	6.03	5.72 / 1.31	0.31	0.05
52. The student center is a comfortable place for students to spend their leisure time.	5.69	5.53 / 1.28	0.16	5.81	5.30 / 1.55	0.51	0.23 ***
56. The student handbook provides helpful information about campus life.	5.52	5.46 / 1.32	0.06	5.46	5.42 / 1.34	0.04	0.04
63. Student disciplinary procedures are fair.	6.27	5.25 / 1.62	1.02	6.18	5.41 / 1.53	0.77	-0.16 **
64. New student orientation services help students adjust to college.	6.22	5.58 / 1.48	0.64	6.07	5.49 / 1.48	0.58	0.09

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 15547 records.

### Institutional Summary

**Scales: In Order With Items That Make Up the Scale - Campus Life**

Scale/Item	Point Loma Nazarene University - SSI			Point Loma Nazarene University 2016 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.37	5.06 / 1.67	1.31	6.27	5.34 / 1.57	0.93	-0.28 ***
73. Student activities fees are put to good use.	6.19	5.20 / 1.46	0.99	6.14	5.04 / 1.51	1.10	0.16 **

National Group Means are based on 15547 records.

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Campus Support Services

Scale/Item	Point Loma Nazarene University - SSI			Point Loma Nazarene University 2016 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS SUPPORT SERVICES</b>	5.98	5.89 / 0.80	0.09	5.90	5.73 / 0.86	0.17	0.16 ***
13. Library staff are helpful and approachable.	5.64	6.06 / 1.07	-0.42	5.53	5.77 / 1.16	-0.24	0.29 ***
18. Library resources and services are adequate.	6.03	5.81 / 1.13	0.22	6.03	5.82 / 1.11	0.21	-0.01
26. Computer labs are adequate and accessible.	6.08	6.08 / 1.05	0.00	5.84	5.77 / 1.23	0.07	0.31 ***
32. Tutoring services are readily available.	6.00	5.92 / 1.16	0.08	5.87	5.80 / 1.25	0.07	0.12 **
44. Academic support services adequately meet the needs of students.	6.24	5.78 / 1.15	0.46	6.18	5.72 / 1.19	0.46	0.06
49. There are adequate services to help me decide upon a career.	6.34	5.83 / 1.21	0.51	6.24	5.58 / 1.33	0.66	0.25 ***
54. Bookstore staff are helpful.	5.59	5.71 / 1.26	-0.12	5.61	5.67 / 1.31	-0.06	0.04

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 15547 records.



### Institutional Summary

#### Scales: In Order With Items That Make Up the Scale - Concern for the Individual

Scale/Item	Point Loma Nazarene University - SSI			Point Loma Nazarene University 2016 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CONCERN FOR THE INDIVIDUAL</b>	6.39	5.80 / 0.94	0.59	6.34	5.76 / 0.95	0.58	0.04
3. Faculty care about me as an individual.	6.45	6.03 / 1.12	0.42	6.39	5.94 / 1.12	0.45	0.09 *
14. My academic advisor is concerned about my success as an individual.	6.39	5.90 / 1.37	0.49	6.42	5.88 / 1.37	0.54	0.02
22. Counseling staff care about students as individuals.	6.29	5.67 / 1.33	0.62	6.20	5.69 / 1.31	0.51	-0.02
25. Faculty are fair and unbiased in their treatment of individual students.	6.46	5.59 / 1.28	0.87	6.45	5.63 / 1.30	0.82	-0.04
30. Residence hall staff are concerned about me as an individual.	6.19	5.58 / 1.53	0.61	6.03	5.58 / 1.49	0.45	0.00
59. This institution shows concern for students as individuals.	6.55	5.97 / 1.21	0.58	6.50	5.81 / 1.32	0.69	0.16 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 15547 records.

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Instructional Effectiveness

Scale/Item	Point Loma Nazarene University - SSI			Point Loma Nazarene University 2016 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.52	5.87 / 0.79	0.65	6.47	5.81 / 0.83	0.66	0.06 *
3. Faculty care about me as an individual.	6.45	6.03 / 1.12	0.42	6.39	5.94 / 1.12	0.45	0.09 *
8. The content of the courses within my major is valuable.	6.73	5.99 / 1.09	0.74	6.71	5.90 / 1.16	0.81	0.09 *
16. The instruction in my major field is excellent.	6.69	5.97 / 1.13	0.72	6.69	5.92 / 1.18	0.77	0.05
25. Faculty are fair and unbiased in their treatment of individual students.	6.46	5.59 / 1.28	0.87	6.45	5.63 / 1.30	0.82	-0.04
39. I am able to experience intellectual growth here.	6.67	6.17 / 1.05	0.50	6.63	6.09 / 1.08	0.54	0.08 *
41. There is a commitment to academic excellence on this campus.	6.52	6.02 / 1.05	0.50	6.49	5.95 / 1.14	0.54	0.07
47. Faculty provide timely feedback about student progress in a course.	6.46	5.44 / 1.23	1.02	6.38	5.36 / 1.36	1.02	0.08
53. Faculty take into consideration student differences as they teach a course.	6.25	5.47 / 1.31	0.78	6.20	5.36 / 1.37	0.84	0.11 *
58. The quality of instruction I receive in most of my classes is excellent.	6.68	5.97 / 1.05	0.71	6.64	5.85 / 1.14	0.79	0.12 **
61. Adjunct faculty are competent as classroom instructors.	6.38	5.62 / 1.37	0.76	6.27	5.61 / 1.36	0.66	0.01
65. Faculty are usually available after class and during office hours.	6.42	6.09 / 1.03	0.33	6.36	6.02 / 1.08	0.34	0.07
68. Nearly all of the faculty are knowledgeable in their field.	6.71	6.22 / 0.95	0.49	6.66	6.19 / 0.99	0.47	0.03
69. There is a good variety of courses provided on this campus.	6.52	5.70 / 1.27	0.82	6.48	5.81 / 1.25	0.67	-0.11 **
70. Graduate teaching assistants are competent as classroom instructors.	6.20	5.78 / 1.21	0.42	6.04	5.56 / 1.29	0.48	0.22 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 15547 records.

### Institutional Summary

#### Scales: In Order With Items That Make Up the Scale - Recruitment and Financial Aid

Scale/Item	Point Loma Nazarene University - SSI			Point Loma Nazarene University 2016 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>RECRUITMENT AND FINANCIAL AID</b>	6.25	5.47 / 0.98	0.78	6.21	5.44 / 1.05	0.77	0.03
4. Admissions staff are knowledgeable.	6.09	5.75 / 1.19	0.34	6.05	5.64 / 1.25	0.41	0.11 **
5. Financial aid counselors are helpful.	6.29	5.52 / 1.38	0.77	6.20	5.30 / 1.45	0.90	0.22 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.27	5.42 / 1.33	0.85	6.33	5.49 / 1.38	0.84	-0.07
17. Adequate financial aid is available for most students.	6.52	4.83 / 1.55	1.69	6.49	5.10 / 1.51	1.39	-0.27 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.09	5.73 / 1.22	0.36	6.01	5.66 / 1.29	0.35	0.07
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.20	5.64 / 1.34	0.56	6.17	5.46 / 1.44	0.71	0.18 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 15547 records.

### Institutional Summary

#### Scales: In Order With Items That Make Up the Scale - Registration Effectiveness

Scale/Item	Point Loma Nazarene University - SSI			Point Loma Nazarene University 2016 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>REGISTRATION EFFECTIVENESS</b>	6.15	5.44 / 0.95	0.71	6.12	5.37 / 1.01	0.75	0.07 *
11. Billing policies are reasonable.	6.05	4.97 / 1.47	1.08	6.12	4.98 / 1.47	1.14	-0.01
20. The business office is open during hours which are convenient for most students.	5.78	5.35 / 1.28	0.43	5.66	5.34 / 1.30	0.32	0.01
27. The personnel involved in registration are helpful.	6.09	5.75 / 1.22	0.34	6.14	5.62 / 1.28	0.52	0.13 **
34. I am able to register for classes I need with few conflicts.	6.65	5.26 / 1.58	1.39	6.58	5.22 / 1.61	1.36	0.04
50. Class change (drop/add) policies are reasonable.	6.15	5.90 / 1.12	0.25	6.03	5.72 / 1.27	0.31	0.18 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 15547 records.

### Institutional Summary

#### Scales: In Order With Items That Make Up the Scale - Responsiveness to Diverse Populations

Scale/Item	Point Loma Nazarene University - SSI			Point Loma Nazarene University 2016 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>		5.30 / 1.36			5.42 / 1.30		-0.12 *
84. Institution's commitment to part-time students?		5.46 / 1.29			5.38 / 1.34		0.08
85. Institution's commitment to evening students?		5.27 / 1.41			5.37 / 1.32		-0.10
86. Institution's commitment to older, returning learners?		5.44 / 1.36			5.46 / 1.33		-0.02
87. Institution's commitment to under-represented populations?		4.97 / 1.66			5.35 / 1.49		-0.38 ***
88. Institution's commitment to commuters?		5.28 / 1.48			5.29 / 1.48		-0.01
89. Institution's commitment to students with disabilities?		5.55 / 1.43			5.68 / 1.37		-0.13 *

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 15547 records.

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Safety and Security

Scale/Item	Point Loma Nazarene University - SSI			Point Loma Nazarene University 2016 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SAFETY AND SECURITY</b>	6.34	5.08 / 1.04	1.26	6.23	5.30 / 1.07	0.93	-0.22 ***
7. The campus is safe and secure for all students.	6.58	6.07 / 1.18	0.51	6.52	6.05 / 1.14	0.47	0.02
21. The amount of student parking space on campus is adequate.	6.26	3.03 / 1.70	3.23	5.94	3.90 / 1.86	2.04	-0.87 ***
28. Parking lots are well-lighted and secure.	5.99	5.51 / 1.34	0.48	5.97	5.49 / 1.36	0.48	0.02
36. Security staff respond quickly in emergencies.	6.51	5.80 / 1.29	0.71	6.49	5.72 / 1.38	0.77	0.08

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 15547 records.

### Institutional Summary

Scales: In Order With Items That Make Up the Scale - Service Excellence

Scale/Item	Point Loma Nazarene University - SSI			Point Loma Nazarene University 2016 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SERVICE EXCELLENCE</b>	6.14	5.61 / 0.88	0.53	6.07	5.54 / 0.90	0.53	0.07 *
2. The campus staff are caring and helpful.	6.53	6.04 / 1.02	0.49	6.45	5.96 / 1.06	0.49	0.08 *
13. Library staff are helpful and approachable.	5.64	6.06 / 1.07	-0.42	5.53	5.77 / 1.16	-0.24	0.29 ***
15. The staff in the health services area are competent.	6.19	5.26 / 1.56	0.93	6.14	5.56 / 1.42	0.58	-0.30 ***
22. Counseling staff care about students as individuals.	6.29	5.67 / 1.33	0.62	6.20	5.69 / 1.31	0.51	-0.02
27. The personnel involved in registration are helpful.	6.09	5.75 / 1.22	0.34	6.14	5.62 / 1.28	0.52	0.13 **
57. I seldom get the "run-around" when seeking information on this campus.	6.07	5.35 / 1.46	0.72	6.08	5.19 / 1.54	0.89	0.16 **
60. I generally know what's happening on campus.	6.10	5.57 / 1.36	0.53	6.00	5.54 / 1.34	0.46	0.03
71. Channels for expressing student complaints are readily available.	6.18	5.04 / 1.57	1.14	6.03	4.93 / 1.63	1.10	0.11

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 15547 records.

### Institutional Summary

Scales: In Order With Items That Make Up the Scale - Student Centeredness

Scale/Item	Point Loma Nazarene University - SSI			Point Loma Nazarene University 2016 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>STUDENT CENTEREDNESS</b>	6.44	5.77 / 0.98	0.67	6.37	5.73 / 1.01	0.64	0.04
1. Most students feel a sense of belonging here.	6.37	5.27 / 1.40	1.10	6.28	5.42 / 1.33	0.86	-0.15 ***
2. The campus staff are caring and helpful.	6.53	6.04 / 1.02	0.49	6.45	5.96 / 1.06	0.49	0.08 *
10. Administrators are approachable to students.	5.96	5.62 / 1.21	0.34	5.93	5.47 / 1.32	0.46	0.15 ***
29. It is an enjoyable experience to be a student on this campus.	6.68	5.94 / 1.31	0.74	6.60	5.83 / 1.36	0.77	0.11 *
45. Students are made to feel welcome on this campus.	6.56	5.79 / 1.35	0.77	6.47	5.88 / 1.29	0.59	-0.09 *
59. This institution shows concern for students as individuals.	6.55	5.97 / 1.21	0.58	6.50	5.81 / 1.32	0.69	0.16 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 15547 records.



## Institutional Summary

### Items: In Sequential Order

Item	Point Loma Nazarene University - SSI			Point Loma Nazarene University 2016 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	6.37	5.27 / 1.40	1.10	6.28	5.42 / 1.33	0.86	-0.15 ***
2. The campus staff are caring and helpful.	6.53	6.04 / 1.02	0.49	6.45	5.96 / 1.06	0.49	0.08 *
3. Faculty care about me as an individual.	6.45	6.03 / 1.12	0.42	6.39	5.94 / 1.12	0.45	0.09 *
4. Admissions staff are knowledgeable.	6.09	5.75 / 1.19	0.34	6.05	5.64 / 1.25	0.41	0.11 **
5. Financial aid counselors are helpful.	6.29	5.52 / 1.38	0.77	6.20	5.30 / 1.45	0.90	0.22 ***
6. My academic advisor is approachable.	6.49	5.91 / 1.44	0.58	6.46	5.98 / 1.38	0.48	-0.07
7. The campus is safe and secure for all students.	6.58	6.07 / 1.18	0.51	6.52	6.05 / 1.14	0.47	0.02
8. The content of the courses within my major is valuable.	6.73	5.99 / 1.09	0.74	6.71	5.90 / 1.16	0.81	0.09 *
9. A variety of intramural activities are offered.	5.19	5.64 / 1.19	-0.45	4.85	5.59 / 1.26	-0.74	0.05
10. Administrators are approachable to students.	5.96	5.62 / 1.21	0.34	5.93	5.47 / 1.32	0.46	0.15 ***
11. Billing policies are reasonable.	6.05	4.97 / 1.47	1.08	6.12	4.98 / 1.47	1.14	-0.01
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.27	5.42 / 1.33	0.85	6.33	5.49 / 1.38	0.84	-0.07
13. Library staff are helpful and approachable.	5.64	6.06 / 1.07	-0.42	5.53	5.77 / 1.16	-0.24	0.29 ***
14. My academic advisor is concerned about my success as an individual.	6.39	5.90 / 1.37	0.49	6.42	5.88 / 1.37	0.54	0.02
15. The staff in the health services area are competent.	6.19	5.26 / 1.56	0.93	6.14	5.56 / 1.42	0.58	-0.30 ***
16. The instruction in my major field is excellent.	6.69	5.97 / 1.13	0.72	6.69	5.92 / 1.18	0.77	0.05

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 15547 records.

**Institutional Summary**  
**Items: In Sequential Order**

Item	Point Loma Nazarene University - SSI			Point Loma Nazarene University 2016 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Adequate financial aid is available for most students.	6.52	4.83 / 1.55	1.69	6.49	5.10 / 1.51	1.39	-0.27 ***
18. Library resources and services are adequate.	6.03	5.81 / 1.13	0.22	6.03	5.82 / 1.11	0.21	-0.01
19. My academic advisor helps me set goals to work toward.	6.13	5.33 / 1.54	0.80	6.02	5.37 / 1.54	0.65	-0.04
20. The business office is open during hours which are convenient for most students.	5.78	5.35 / 1.28	0.43	5.66	5.34 / 1.30	0.32	0.01
21. The amount of student parking space on campus is adequate.	6.26	3.03 / 1.70	3.23	5.94	3.90 / 1.86	2.04	-0.87 ***
22. Counseling staff care about students as individuals.	6.29	5.67 / 1.33	0.62	6.20	5.69 / 1.31	0.51	-0.02
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.45	5.02 / 1.46	1.43	6.36	5.25 / 1.47	1.11	-0.23 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.34	4.55 / 1.61	0.79	5.21	4.76 / 1.64	0.45	-0.21 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.46	5.59 / 1.28	0.87	6.45	5.63 / 1.30	0.82	-0.04
26. Computer labs are adequate and accessible.	6.08	6.08 / 1.05	0.00	5.84	5.77 / 1.23	0.07	0.31 ***
27. The personnel involved in registration are helpful.	6.09	5.75 / 1.22	0.34	6.14	5.62 / 1.28	0.52	0.13 **
28. Parking lots are well-lighted and secure.	5.99	5.51 / 1.34	0.48	5.97	5.49 / 1.36	0.48	0.02
29. It is an enjoyable experience to be a student on this campus.	6.68	5.94 / 1.31	0.74	6.60	5.83 / 1.36	0.77	0.11 *
30. Residence hall staff are concerned about me as an individual.	6.19	5.58 / 1.53	0.61	6.03	5.58 / 1.49	0.45	0.00
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.83	5.54 / 1.53	0.29	5.52	5.83 / 1.25	-0.31	-0.29 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 15547 records.

## Institutional Summary

### Items: In Sequential Order

Item	Point Loma Nazarene University - SSI			Point Loma Nazarene University 2016 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. Tutoring services are readily available.	6.00	5.92 / 1.16	0.08	5.87	5.80 / 1.25	0.07	0.12 **
33. My academic advisor is knowledgeable about requirements in my major.	6.63	6.13 / 1.25	0.50	6.60	6.02 / 1.34	0.58	0.11 *
34. I am able to register for classes I need with few conflicts.	6.65	5.26 / 1.58	1.39	6.58	5.22 / 1.61	1.36	0.04
35. The assessment and course placement procedures are reasonable.	6.26	5.68 / 1.20	0.58	6.19	5.61 / 1.24	0.58	0.07
36. Security staff respond quickly in emergencies.	6.51	5.80 / 1.29	0.71	6.49	5.72 / 1.38	0.77	0.08
37. I feel a sense of pride about my campus.	6.18	5.79 / 1.38	0.39	5.96	5.58 / 1.46	0.38	0.21 ***
38. There is an adequate selection of food available in the cafeteria.	6.39	4.23 / 1.76	2.16	6.22	4.58 / 1.80	1.64	-0.35 ***
39. I am able to experience intellectual growth here.	6.67	6.17 / 1.05	0.50	6.63	6.09 / 1.08	0.54	0.08 *
40. Residence hall regulations are reasonable.	6.23	4.79 / 1.71	1.44	6.09	5.16 / 1.65	0.93	-0.37 ***
41. There is a commitment to academic excellence on this campus.	6.52	6.02 / 1.05	0.50	6.49	5.95 / 1.14	0.54	0.07
42. There are a sufficient number of weekend activities for students.	5.73	4.77 / 1.64	0.96	5.61	4.95 / 1.63	0.66	-0.18 **
43. Admissions counselors respond to prospective students' unique needs and requests.	6.09	5.73 / 1.22	0.36	6.01	5.66 / 1.29	0.35	0.07
44. Academic support services adequately meet the needs of students.	6.24	5.78 / 1.15	0.46	6.18	5.72 / 1.19	0.46	0.06
45. Students are made to feel welcome on this campus.	6.56	5.79 / 1.35	0.77	6.47	5.88 / 1.29	0.59	-0.09 *
46. I can easily get involved in campus organizations.	6.14	5.77 / 1.28	0.37	6.03	5.72 / 1.31	0.31	0.05

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## Institutional Summary

### Items: In Sequential Order

Item	Point Loma Nazarene University - SSI			Point Loma Nazarene University 2016 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Faculty provide timely feedback about student progress in a course.	6.46	5.44 / 1.23	1.02	6.38	5.36 / 1.36	1.02	0.08
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.20	5.64 / 1.34	0.56	6.17	5.46 / 1.44	0.71	0.18 ***
49. There are adequate services to help me decide upon a career.	6.34	5.83 / 1.21	0.51	6.24	5.58 / 1.33	0.66	0.25 ***
50. Class change (drop/add) policies are reasonable.	6.15	5.90 / 1.12	0.25	6.03	5.72 / 1.27	0.31	0.18 ***
51. This institution has a good reputation within the community.	6.37	6.31 / 1.00	0.06	6.31	6.05 / 1.21	0.26	0.26 ***
52. The student center is a comfortable place for students to spend their leisure time.	5.69	5.53 / 1.28	0.16	5.81	5.30 / 1.55	0.51	0.23 ***
53. Faculty take into consideration student differences as they teach a course.	6.25	5.47 / 1.31	0.78	6.20	5.36 / 1.37	0.84	0.11 *
54. Bookstore staff are helpful.	5.59	5.71 / 1.26	-0.12	5.61	5.67 / 1.31	-0.06	0.04
55. Major requirements are clear and reasonable.	6.57	5.95 / 1.17	0.62	6.52	5.84 / 1.23	0.68	0.11 **
56. The student handbook provides helpful information about campus life.	5.52	5.46 / 1.32	0.06	5.46	5.42 / 1.34	0.04	0.04
57. I seldom get the "run-around" when seeking information on this campus.	6.07	5.35 / 1.46	0.72	6.08	5.19 / 1.54	0.89	0.16 **
58. The quality of instruction I receive in most of my classes is excellent.	6.68	5.97 / 1.05	0.71	6.64	5.85 / 1.14	0.79	0.12 **
59. This institution shows concern for students as individuals.	6.55	5.97 / 1.21	0.58	6.50	5.81 / 1.32	0.69	0.16 ***
60. I generally know what's happening on campus.	6.10	5.57 / 1.36	0.53	6.00	5.54 / 1.34	0.46	0.03
61. Adjunct faculty are competent as classroom instructors.	6.38	5.62 / 1.37	0.76	6.27	5.61 / 1.36	0.66	0.01

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## Institutional Summary

### Items: In Sequential Order

Item	Point Loma Nazarene University - SSI			Point Loma Nazarene University 2016 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. There is a strong commitment to racial harmony on this campus.	6.24	4.89 / 1.70	1.35	6.08	5.55 / 1.42	0.53	-0.66 ***
63. Student disciplinary procedures are fair.	6.27	5.25 / 1.62	1.02	6.18	5.41 / 1.53	0.77	-0.16 **
64. New student orientation services help students adjust to college.	6.22	5.58 / 1.48	0.64	6.07	5.49 / 1.48	0.58	0.09
65. Faculty are usually available after class and during office hours.	6.42	6.09 / 1.03	0.33	6.36	6.02 / 1.08	0.34	0.07
66. Tuition paid is a worthwhile investment.	6.62	5.36 / 1.44	1.26	6.62	5.20 / 1.52	1.42	0.16 **
67. Freedom of expression is protected on campus.	6.37	5.06 / 1.67	1.31	6.27	5.34 / 1.57	0.93	-0.28 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.71	6.22 / 0.95	0.49	6.66	6.19 / 0.99	0.47	0.03
69. There is a good variety of courses provided on this campus.	6.52	5.70 / 1.27	0.82	6.48	5.81 / 1.25	0.67	-0.11 **
70. Graduate teaching assistants are competent as classroom instructors.	6.20	5.78 / 1.21	0.42	6.04	5.56 / 1.29	0.48	0.22 ***
71. Channels for expressing student complaints are readily available.	6.18	5.04 / 1.57	1.14	6.03	4.93 / 1.63	1.10	0.11
72. On the whole, the campus is well-maintained.	6.42	6.31 / 0.91	0.11	6.32	6.14 / 1.07	0.18	0.17 ***
73. Student activities fees are put to good use.	6.19	5.20 / 1.46	0.99	6.14	5.04 / 1.51	1.10	0.16 **
74. Campus item: Spiritual Development staff are concerned about me as an individual.	6.04	5.40 / 1.55	0.64				
75. Campus item: I can easily get involved in programs that facilitate my spiritual growth.	6.12	5.79 / 1.35	0.33				
76. Campus item: I am able to experience spiritual growth here.	6.36	5.82 / 1.43	0.54				

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## Institutional Summary

### Items: In Sequential Order

Item	Point Loma Nazarene University - SSI			Point Loma Nazarene University 2016 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
77. Campus item: I am aware of leadership opportunities in Spiritual Development.	5.63	5.35 / 1.59	0.28				
78. Campus item: There are adequate opportunities for my spiritual development	6.13	5.74 / 1.37	0.39				
79. Campus item: There are people or programs to help me with my spiritual questions.	6.11	5.65 / 1.46	0.46				
80. Campus item: There is a good variety of opportunities for spiritual growth on campus.	6.15	5.75 / 1.40	0.40				
81. Campus item: There are adequate services for me to explore my faith.	6.16	5.68 / 1.47	0.48				
82. Campus item: I feel supported in my spiritual journey.	6.31	5.74 / 1.51	0.57				
83. Campus item 10							
84. Institution's commitment to part-time students?		5.46 / 1.29			5.38 / 1.34		0.08
85. Institution's commitment to evening students?		5.27 / 1.41			5.37 / 1.32		-0.10
86. Institution's commitment to older, returning learners?		5.44 / 1.36			5.46 / 1.33		-0.02
87. Institution's commitment to under-represented populations?		4.97 / 1.66			5.35 / 1.49		-0.38 ***
88. Institution's commitment to commuters?		5.28 / 1.48			5.29 / 1.48		-0.01
89. Institution's commitment to students with disabilities?		5.55 / 1.43			5.68 / 1.37		-0.13 *
90. Cost as factor in decision to enroll.	6.14			6.10			
91. Financial aid as factor in decision to enroll.	6.30			6.33			
92. Academic reputation as factor in decision to enroll.	6.14			6.22			

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**Institutional Summary**

**Items: In Sequential Order**

Item	Point Loma Nazarene University - SSI			Point Loma Nazarene University 2016 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
93. Size of institution as factor in decision to enroll.	5.81			5.61			
94. Opportunity to play sports as factor in decision to enroll.	3.47			3.42			
95. Recommendations from family/friends as factor in decision to enroll.	5.13			5.03			
96. Geographic setting as factor in decision to enroll.	6.08			5.28			
97. Campus appearance as factor in decision to enroll.	5.89			5.42			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.72			5.64			

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## Institutional Summary

### Summary Items

Summary Item	Point Loma Nazarene University - SSI	Point Loma Nazarene University 2016 Requested	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 5.10 0% 2% 9% 20% 26% 19% 20%	Average: 4.90 1% 1% 9% 26% 28% 17% 14%	0.20
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 5.82 0% 2% 5% 4% 10% 42% 32%	Average: 5.69 0% 2% 5% 5% 14% 41% 28%	0.13
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 5.83 1% 4% 5% 6% 9% 22% 50%	Average: 5.72 2% 4% 5% 7% 9% 27% 43%	0.11